# Clinic Flow Chart

## Reception

### Phone

- Pre-screen applicants
- Schedule appointments
- Answer questions
- Verify benefits are available See Section 4: Policy Changes for "eWIC services provided over the phone" document

Front Desk Check in appointments Greet drop-ins Answer questions Handle lost cards

**Appointment type:** NE+

Benefit Issuance Needed

Who will be responsible

for each of these steps?

Where will each of these

activities happen?

Appointment type:

Cert, Mid-Cert, RD, NEI

## RD, NEI, & NE+ and Benefits:

- Update demographics; check caregiver ID
- **Provide Nutrition education**
- Confirm food package; issue benefits (& card as needed)
- Offer to print Benefit Account Balance by Group
- Schedule next appointment

OR

Notes:

## Screening, Assessment, & **Education:**

- Verify ID, residency, & Income as needed
- Obtain ht/wt/hgb as needed
- Complete assessment/assign risk, nutrition education
- Assign food package

# **Issue Benefits:**

- Add/update/confirm cardholder information
- Issue card as needed
- Issue benefits & verify availability

#### Online Education & Benefits:

- Check WICHealth.Org emails frequently
- Enter trigger topic and NE topic (only if completed)
- Issue the next 3 months of benefits
- Schedule next appointment
- Mail appointment letter and include "benefits have been issued through (date)"

# **Provide Shopper**

#### **Education:**

- Print & review Benefit Account Balance by Group
- Explain use of card & benefits
- Assist with setting a PIN
- Schedule next appointment